Homestay Information and Guidelines

Welcome to Australia and Sydney College of English!!
To ensure you have the best experience whilst staying with your homestay family we ask you read the following so you are aware and prepared.

Your obligations
✓ Be polite, respectful and friendly at all times with all family members, follow their rules and ask the host if there is anything that you need to know about the house so that you enjoy your stay.
✓ Keep your room tidy and clean, make your bed and help out with some household duties.
✓ Report any accidents or damage to your host immediately so that they can be aware of what is going on and how to take action.
✓ Ask permission if you would like to invite a friend to the house. No sleeping over is allowed.
✓ We recommend you buy an international phone card for your calls, these can be purchased from a newsagent.
✓ Please inform your family if you need to arrange something such as coming home later than usual. Students under 18 years of age must have permission from the homestay family parent if they intend to come home later than usual.
✓ Do not leave any valuables or large amounts of money in your room. We recommend you open an Australian bank account upon arrival.
✓ Under 18 year students must gain pre-approval from the school before spending a night or weekend away from the guardian/homestay.

Transportation
✓ All hosts live in suburbs around 25 to 60 minutes from the College. They will show you how to get safely to and from school on public transport. Please understand that Sydney is a big city so it does take time to get from one place to another. We do have a great public transport system that includes buses, trains and ferries, so we recommend you plan your trips in advance by visiting www.131500.com.au

Bedroom
✓ Your bedroom will have a bed (with pillow, sheets and blankets), a desk for studying, a wardrobe or a chest of draws, adequate ventilation and lighting.

Use of Common Areas
✓ Although your room will be your own private area you will also have some access to other areas in the house such as the living room, kitchen, dinning room, backyard, and others. However it is important to ask the family beforehand which areas you can use.
Meals

You will be provided with breakfast and dinner during the week and on the weekend your homestay family will also provide you with lunch.

√ Breakfast: is usually self-served and basically a light meal with milk, toasts, jam, tea or coffee, and/or cereals.

√ Lunch (weekend): usually a cold meal; sandwiches, pies, salad, etc.

√ Dinner: will be cooked for you and is the largest meal of the day.

√ Please note that Australian families usually eat a light and quick lunch. Dinner is normally a longer and gives you an opportunity to enjoy the food and have a nice conversation with the family.

√ If you eat dinner at another place, come home late or do not eat a certain type of food please inform the family.

Internet

√ Some families may charge you if you want to use Internet. The College has wireless Internet and enough computers for the students, so please try and use our facilities.

√ Under 18’s are not permitted to access the internet after 11pm and before 6am.

Bathroom

√ You will have to share the toilet and bathroom with the rest of the family so please keep it clean and be considerate about the time that you spend in it, especially during the mornings.

√ Besides bringing your own clothes you will also need to bring all your own toiletries, or buy them once you arrive. These include: shampoo, conditioner, soap, toothpaste & brush, etc.

Washing

√ Normally homestay families will do the washing on the weekend and they will ask you to put all your dirty clothes in one area. However it would be good to ask the host how they go about this process so there is no confusion.

√ If you have something that you would like to wash during the week please ask your host if this is possible, or take it to a laundry shop.

√ Please DO NOT hang any wet washing in your room or inside the house.

The Homestay Experience

√ Coming to Australia means you will be experiencing a different culture.

√ Australia is a multicultural society. Often the typical “Australian” household has its origins from many other countries. This diverse background provides an interesting mix of cultures and cuisine for you to enjoy and learn from.

√ You will learn both the language and customs quickly, we recommend you blend in with the family and try not to stay in your bedroom, but come out and share with the family.
Certified

√ The College has inspected all our homestay families. This means that within the last two years we have visited the host and checked the accommodation and conditions of the house in order to make sure that it is the right place to host a student. All homestay families meet the strict guidelines put forward by the College and the required standards set by NSW Department of Education and Communities (DEC International) for student accommodation and Australian Best Practice Regulations.

Quality

√ Our College is over 25 years old and our homestay program has more than 20 years of experience so we are proud to say that most of our families have experience in hosting international students. They have had dozens of students in the past from all around the world and have received great feedback for their friendliness, kindness and good hosting.

What if you have a problem?

√ If you have a problem, please tell us about it. We want to help and assist you.
√ Usually if you speak up about the problem it is possible to find a solution. Try speaking to your homestay family first.
√ If this is not satisfactory or if you did not feel comfortable about doing this, please come and speak with the accommodation manager at the college.
√ If you are still unhappy you can contact the Overseas Students Ombudsman by mail at GPO Box 442, Canberra, ACT 2601, Australia or visit www.oso.gov.au/overseas-students/ for more information on how to make a complaint.